IMPORANCE OF WELL-DESIGNED SPACE

Space constraints are a fact of life; MMU has nearly 20,000 students for both campuses. We learned something that many libraries are now discovering: well-designed space is one of the most important services an academic library can offer. Intellectual productivity and successful learning are the engines of a research university, and well-designed library spaces fuel that engine. We realized that the spaces did not match today’s modes of library use.

Student feedback tells us that our students have high expectations about the library as a physical space. They want a modern, comfortable, safe, technology-equipped, central space close to services with staff on hand for support. What we're seeing is not less use of the library by our staff and students, but changing needs of users.

Students continue to need study space, but their expectations are different. They want us to provide roomy group space to support new ways of learning, silent areas for when they are revising, relaxation areas and cafes to allow them to spend long hours in the building. More than anything else (or so it sometimes seems) they want easy access to power to recharge their growing numbers of mobile devices, and very good Wi-Fi.

Connecting with our users – in the virtual and physical sense – requires us to assess traditional approaches and find new ways to provide the service, while improving accessibility to research. Creating alternatives and enhancing access must meet the needs of the wide diversity of our users: international users, and those with physical and/or cognitive challenges. Many such adjustments are already well established, but recognizing and anticipating opportunities for improvement continues to be a priority.
LIBRARY DEVELOPMENT: LAW LIBRARY

In keeping with SHDL “Total Commitment” to provide excellent services towards library users, a major relocation of Law Library at Melaka Campus is underway. Set to open at current FOSEE building, the new law library will provide expanded study space for users, growth space for collections, and a safe and healthy environment for work and study. Once completed the new law library will have 153 seating capacity, discussion room, knowledge network room, close access room, computer area, magazine display area and more.

The initiation stage of the new law library was conducted on 12.07.2012 where a draft meeting was done to identify the library layout plan, budgeting, equipment needed and so on. Then, another meeting was conducted with the attendance of faculty representative to further discuss the new law library plan. Aware of concern and anticipation of the law students towards their new study space, another public consultation session is arranged to get the idea of what requirements are needed.

It is hopeful that the new library building will provide a flexible and congenial learning environment in the heart of MMU campus Melaka.

New law library progress in the gallery below:
**Review:**

Written for engineers, this book provides more than technical know-how and focuses on how to be an effective communicator. This new edition helps to eliminate the glitches that trip up the busy reader or listener, causing annoyance, confusion, or misunderstanding - so that their writing and speech are crystal clear. This text also focuses on the technical writing and speaking issues encountered in day to day work, writing reports, business letter, memoranda, proposals, emails, presentations, and more. The new edition includes new coverage of social media, including coverage of popular forms, best practices, dangers and ethics of using social media, and expanded coverage of informal communication.

---Barnes & Noble---

**Author:** David Beer and David McMurrey  
**ISBN:** 9781118300275  
**Call No.:** T11 .B44 2014  
**Year:** 2014

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**Review:**

Documentary film can encompass anything from Robert Flaherty's pioneering ethnography Nanook of the North to Michael Moore's anti-Iraq War polemic Fahrenheit 9/11, from Dziga Vertov's artful Soviet propaganda piece Man with a Movie Camera to Luc Jacquet's heart-tugging wildlife epic March of the Penguins. In this concise, crisply written guide, Patricia Aufderheide takes readers along the diverse paths of documentary history and charts the lively, often fierce debates among filmmakers and scholars about the best ways to represent reality and to tell the truths worth telling.

Drawing on the author's four decades of experience as a film scholar and critic, this book is the perfect introduction not just for teachers and students but also for all thoughtful filmgoers and for those who aspire to make documentaries themselves.

---Barnes & Noble---

**Author:** Patricia Aufderheide  
**ISBN:** 9780195182705  
**Call No.:** PN1995.9.D6 A94 2007  
**Year:** 2007
NEW BOOKS@SHDL

Review:

Film is an art form with a language and an aesthetic all its own. Since 1979, David Bordwell and Kristin Thompson’s Film Art has been the best-selling and most widely respected introduction to the analysis of cinema. Taking a skills-centered approach supported by examples from many periods and countries, the authors help students develop a core set of analytical skills that will enrich their understanding of any film, in any genre. In-depth examples deepen students’ appreciation for how creative choices by filmmakers affect what viewers experience and how they respond.

Film Art is generously illustrated with more than 1,000 frame enlargements taken directly from completed films, providing concrete illustrations of key concepts. Along with updated examples and expanded coverage of digital filmmaking, the tenth edition also offers Connect for Film Art, a digital solution that includes multimedia tutorials along with web-based assignment and assessment tools.

-Barnes & Noble-

Review:

The new 16th edition of Sealy & Milman: Annotated Guide to the Insolvency Legislation 2013 gives you full coverage, concise analysis and annotated interpretation of corporate and personal insolvency, written by leading expert authors. Widely regarded as the key work for those advising in insolvency, this established legislation handbook provides expert annotated commentary and clarification on the legal and practical implications of the insolvency legislation.

Sealy & Milman includes additional comprehensive commentary on the very latest case law and considers the consequences of these decisions for both corporate and personal insolvency. It covers the new debt relief order procedure (introduced in 2009), as well as including the 2012 Practice Direction on Insolvency Proceedings, and comments on upcoming reforms to be made via Enterprise and Regulatory Reform Bill.

-Sweet & Maxwell-
Name: FARID HAFIZAH BIN IDRIS

Title: A Journey: My Political Life
Author: Tony Blair
Publisher: Alfred A. Knopf

Where to find?
Reference / ref DA591.B56 A36 2010

Name: ABDUL RAHIM BIN YUSOFF

Title: Umar Abdul Aziz: bayangan Khalifah al Rasyidin
Author: Abdul Latif Talib
Publisher: PTS Litera Utama

Where to find?
Reference / ref DS38.4.U43 A23 2010
Synopsis: Modeling 1, Intro to Curves and Surfaces

In this DVD, Darrin Krumweide explains Maya’s set of NURBS modeling tools can be used to effectively sculpt an infinite variety of organic and hard-shelled objects. NURBS are spline based surfaces which have been the standard for virtually all high-end modeling work due to their implicit UV texture space, resolution independence and intuitive curve-derivation. This lecture focuses on the mastery of fundamental techniques for curve and surface creation as a crucial step towards the ability to model any design. By demonstrating the construction of a house, several NURBS tools are discussed, explained and applied.

Synopsis: Modeling 2, Form Development

Continuing from knowledge gained in Modeling, 1, two projects are used to demonstrate NURBS modeling of intermediate level complexity. Techniques for fast-form development are explained through the use of many related curve and surface tools. It is through the understanding of how each tool uniquely fits into a modeling workflow that efficient techniques emerge. The initial difficulty most users face is that there are always many ways to approach any modeling task, yet choosing the quickest path can be elusive. Speed, however, is an important trait of any production artist, as your production value (salary) is based on your productivity.
How to use AV viewing room *(For students and SHDL users)*

- User request to use single/group viewing room from the library counter along with item details (title, call number, barcode). Request are based on first come, first serve.

  (Eg: [VT] PN1995.9.T75 D54 1993)

- User hands in ID card to staff at counter and fill-in the Single/Group Viewing Room form. User ID card is held in the counter, while user in the room.

- User waits inside the viewing room while staff collects AV item(s) from the AV room (Max. 3 items per user). Maximum usage period for viewing room is 2 hours for per user; renewal usage period must be done at counter by filling new form.

- Viewing room is for viewing of AV collections purpose ONLY.

- User needs to go to circulation counter with the borrowed AV collection(s) once finished to get back their ID card.

- User’s ID card will be returned upon staff final checking.

How to borrow AV items *(For MMU staff)*

- User requests for AV material from the counter with the item call number.

- User waits for staff to collect the item from the AV collection room. *(Refer library policy for staff’s loan privilege).*

- Check-out item at counter using user’s library account.

Any questions about media collection, please forward to *Mdm Norazilah Masro - norazilah.masro@mmu.edu.my ext. 3628 (Melaka) or Mdm Noor Azimah Nawawi - azimah.nawawi@mmu.edu.my ext. 5872 (Cyberjaya).*
MMU Digital Theses are the platform for the Siti Hasmah Digital Library to keep Multimedia University intellectual research made by the postgraduate students. The MMU Digital Theses also aim to maximize the visibility and the availability of the MMU’s theses as well as provides opportunities for further research.

**New theses that available as at August 2013 are:**


**Keyword:** Strategic planning  
**Call number:** HD30.28 A23 2013


**Keyword:** Computer crimes  
**Call number:** HV6773.A45 2013


**Keyword:** Consumer behaviour--Malaysia  
**Call number:** HF5415.33 A76 2013


**Keyword:** Information technology. Information economy  
**Call number:** HC79.I55 B33 2013


**Keyword:** Absenteeism (Labor)  
**Call number:** HD5115 C48 2013

**Keyword:** Leadership  
**Call number:** HD57.7 E99 2013


**Keyword:** Customer relations--Management  
**Call number:** HF5415.5 H47 2013


**Keyword:** Sputtering (Physics), Zinc oxide thin films  
**Call number:** QC176.8.572 H66 2011


**Keyword:** Earnings management  
**Call number:** HG4028.I43 2013


**Keyword:** Personnel Management  
**Call number:** HF5549 L35 2013


**Keyword:** Risk Management  
**Call number:** HD61 M35 2013


**Keyword:** Personnel Management  
**Call number:** HF5549 M64 2013

**Keyword:** Entrepreneurship. Risk and uncertainty  
**Call number:** HB615 M64 2013


**Keyword:** Advertising, Customer loyalty  
**Call number:** HF5801-6182 N44 2013

Ng, C. H. (2013). Corporate governance, shariah compliance and audit fees of Malaysian public listed companies. (MBA Thesis), Multimedia University (MMU), Malaysia.

**Keyword:** Corporate governance--Malaysia  
**Call number:** HD2741.N43 2013


**Keyword:** Consumers' preferences, Consumer Behaviour  
**Call number:** HF5415.32 N67 2013


**Keyword:** Organizational change. Organizational development. Corporate turnarounds  
**Call number:** HD58.8 O65 2013


**Keyword:** Incentives. Incentive awards  
**Call number:** HF5549.5.I5 P36 2013

Rehab Omar, B. (2013). Factors influencing online purchase intention from Saudi Arabia websites. (MBA Thesis), Multimedia University (MMU), Malaysia.

**Keyword:** Electronic commerce  
**Call number:** HF5548.32 R44 2013

**Keyword:** Data mining--Malaysia  
**Call number:** QA76.9.D343 S49 2013


**Keyword:** Dividends  
**Call number:** HG4028.D5 S49 2013


**Keyword:** Working capital--Malaysia, Working capital--Measurement  
**Call number:** HG4028.W65 W37 2012


**Keyword:** Branding (Marketing)  
**Call number:** HF5415.1255 S55 2013

Sim, L. S. (2013). *Analysis of fractal trading strategy with the FTSE Bursa Malaysia KLCI.* (MBA Thesis), Multimedia University (MMU), Malaysia.

**Keyword:** Fractals. Fractal analysis  
**Call number:** QA614.86 S56 2013


**Keyword:** Interactive multimedia—Authoring programs  
**Call number:** QA76.76.159 L38 2012

Sinnadurai, A. L. S. (2013). *Consumers attitude towards online grocery shopping.* (MBA Thesis), Multimedia University (MMU), Malaysia.

**Keyword:** Consumer behaviour--Malaysia  
**Call number:** HF5415.33 S56 2013

**Keyword:** Electronic commerce  
**Call number:** HF5548.32 S66 2013


**Keyword:** Capital (Management)  
**Call number:** HD39.S67 2013


**Keyword:** Corporate governance--Malaysia  
**Call number:** HD2741 T36 2013

Tan, B. K. (2013). *Gen Y’s attitude and patronage intentions towards pop-up stores, internationalisation of luxury apparel*. (MBA Thesis), Multimedia University (MMU), Malaysia.

**Keyword:** Consumer Behaviour  
**Call number:** HF5415.32 T36 2013


**Keyword:** Consumer behaviour--Malaysia  
**Call number:** HF5415.33 T36 2013

Tanusia, D. O. C. A. (2013). *Barriers to women managers’ career progression in Malaysian government linked companies (GLCs)*. (MBA Thesis), Multimedia University (MMU), Malaysia.

**Keyword:** Women executives, Women in the professions  
**Call number:** HD6054.3 T36 2013


**Keyword:** Data protection, Smart cards, Cryptography  
**Call number:** QA76.9.A25 A23 2011

**Keyword**: Computational grids (Computer systems)
**Call number**: QA76.9.C58 E59 2012


**Keyword**: Materialism--Malaysia
**Call number**: HC445.5 W36 2013


**Keyword**: Insurance—Finance
**Call number**: HG8076 W66 2013


**Keyword**: Public key cryptography,Keyword searching
**Call number**: TK5102.94 Y38 2012
### Online Databases & Online Journal Packages (Science & Technology)

<table>
<thead>
<tr>
<th>TITLE</th>
<th>SUBJECT COVERAGE</th>
<th>TYPE OF MATERIAL CONTENT</th>
<th>FORMAT</th>
<th>USAGE STATISTIC 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACM Digital Library (Association for Computing Machinery)</td>
<td>Computer, Engineering etc</td>
<td>Journal, Magazine, Transaction; Conference, proceeding; Newsletter</td>
<td>Full text/Abstract/Citation (pdf/html)</td>
<td>6,628 NA 3,506 6,055</td>
</tr>
<tr>
<td>IEEEXplore (IEEE)</td>
<td>Engineering</td>
<td>Journal, Magazine, Transaction; Conference, proceeding, seminar digest; Standard</td>
<td>Full text/Abstract/Citation (pdf/html)</td>
<td>50,882 12,484 23,590 33,608</td>
</tr>
<tr>
<td>Lecture Note in Computer Science (LNCS) (Springer)</td>
<td>Computer Science</td>
<td>Book series; Chapter of book; proceeding papers</td>
<td>Full text/Abstract/Citation (pdf/html)</td>
<td>6,022 NA NA NA</td>
</tr>
<tr>
<td>EBSCO Medical Package (EBSCO)</td>
<td>Medical, Life Science</td>
<td>Journal, Magazine;</td>
<td>Full text/Abstract/Citation (pdf/html); Image/video</td>
<td>2,500 1,956 70,508 144,614</td>
</tr>
<tr>
<td>InfoSci Online Journal Package (IGI Global)</td>
<td>Information Science</td>
<td>Journal</td>
<td>Full text (pdf/html)</td>
<td>1,607 NA NA NA</td>
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<tr>
<td>ASME Online Journal Package (American Society of Mechanical Engineers)</td>
<td>Mechanical Engineering</td>
<td>Journal</td>
<td>Full text (pdf/html)</td>
<td>1,247 NA NA NA</td>
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<tr>
<td>SPIE Digital Library (International Society for Optics &amp; Photonics)</td>
<td>Engineering, Optics &amp; Photonics</td>
<td>Journal; Conference Proceeding</td>
<td>Full text/Abstract/Citation (pdf/html)</td>
<td>670 NA NA 267</td>
</tr>
</tbody>
</table>

*Usage statistic provided only for 5 months from January 2013 to May 2013

** Usage statistic provided only for 6 months from January 2013 to Jun 2013
Online Databases & Online Journal Packages (Social Science, Art & Humanities)

<table>
<thead>
<tr>
<th>TITLE</th>
<th>SUBJECT COVERAGE</th>
<th>TYPE OF MATERIAL CONTENT</th>
<th>FORMAT</th>
<th>USAGE STATISTIC 2013</th>
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</thead>
<tbody>
<tr>
<td>Emerald Management (Emerald)</td>
<td>Management</td>
<td>Journal; Chapter of book, Book review</td>
<td>Full text/Abstract/Citation (pdf/html)</td>
<td>36,022 5,390 27,653 20,898</td>
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<tr>
<td>AACE Digital Library (Association for the Advancement of Computing in Education)</td>
<td>Education, Multimedia etc.</td>
<td>Journal; Conference, proceeding, talks; e-book</td>
<td>Full text/Abstract/Citation (pdf/html); Audio</td>
<td>104 582 275 405</td>
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### Online Databases & Online Journal Packages (Multidiscipline)

<table>
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<tr>
<th>TITLE</th>
<th>SUBJECT COVERAGE</th>
<th>TYPE OF MATERIAL CONTENT</th>
<th>FORMAT</th>
<th>USAGE STATISTIC 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>ProQuest Digital Dissertation Fulltext (PQDT) (ProQuest)</td>
<td>Multidiscipline</td>
<td>Theses &amp; Dissertation</td>
<td>Full text/Abstract/Citation (pdf/html)</td>
<td>4,675 870 NA 51,107</td>
</tr>
<tr>
<td>SpringerLINK (Springer)</td>
<td>Multidiscipline</td>
<td>Journal, Protocols, Books, Book series</td>
<td>Full text/Abstract/Citation (pdf/html)</td>
<td>7,491 NA NA NA</td>
</tr>
<tr>
<td>ScienceDirect (with freedom collection) (Elsevier)</td>
<td>Multidiscipline</td>
<td>Journal, Book review, conference, proceeding</td>
<td>Full text/Abstract/Citation (pdf/html)</td>
<td>62,920 NA 18,086 22,406</td>
</tr>
<tr>
<td>EBSCO Premier Packages: Business Source Complete &amp; Academic Search Premier (EBSCO)</td>
<td>Multidiscipline</td>
<td>Journal, Magazine; Newspaper; Report; Case report; Book review</td>
<td>Full text/Abstract/Citation (pdf/html); Image/video</td>
<td>29,492 20,560 89,510 197,549</td>
</tr>
<tr>
<td>ProQuest Central (ProQuest)</td>
<td>Multidiscipline</td>
<td>Journal, Magazine; Newspaper; Report; Case report; Book review</td>
<td>Full text/Abstract/Citation (pdf/html)</td>
<td>14,628 2,206 NA 32,572</td>
</tr>
</tbody>
</table>

*Usage statistic provided only for 12 months from August 2012 to July 2012
**Usage statistic provided only for 6 months from January 2013 to Jun 2013
MMU Table of Content

Table of Content (TOC) is the digitized version of the cover and table of content for the printed magazine or journal (periodical) subscribed by the library. It provides a quick access to the content of the particular journal/magazine titles, which facilitate a better use of these resources. Users are able to search, view and download the digitized content. The physical/full text periodicals are available at the library.

This initiative which has been started in 2012 would help the library user to get updates on the new issue received with an overview of the content. Currently, the system holds 84 titles of magazine/journal with back file from 2011.

This system can be accessed through the library portal or at http://vlib.mmu.edu.my/diglib/toc/. User can search the content through the searching facilities provided as well as content browsing.

To access the content, please click on the year icon of your preference. User will be shown with a list of serial issue for the selected year.
INTRODUCTION

In this issue, library will give simple tutorial on e-journal A to Z.

This guide will help you through the basic steps to finding journal from the library journal lists. These titles are including individual E-journals, titles available through full-text databases or E-journal packages or even titles available in library print holdings.

1. From the Siti Hasmah Digital Library portal http://vlib.mmu.edu.my, you may click to Search A to Z tab to get access to the SHDL A-Z lists of journals.

2. Key in the title of journal requested in the search box.
3. Users may use drop down list to select search indicator.
4. Click on the search button to view search results. There are several tabs that you may use to help to find your desired journals and it enhances your searching strategies.

a. Titles Tab
b. Index Tab
c. Subjects Tab
d. Titles tab - "Find Journal"
e. Titles tab - Page Navigation list box

a. Use the Titles tab to browse a list of titles arranged alphabetically. You can also do simple searching of the list by using the search feature on that page. When you find the title you want, follow the links underneath its name to explore the title, including viewing full text.
b. Use the Index tab to view a list of databases and other sources of electronic full text titles. You can link directly to the "front door" of each source, or link to a list of titles contained in each source.

c. Use the Subjects tab to browse a list of subject areas covered by the titles in our collection.
**Click a subject category to view a list of all titles in that category**
d. Titles Tab – “Find Journal”. Use this textbox to quickly search for titles whose names contain the keywords you enter.
When viewing a list of titles that span more than one web page, this list box will show all the pages in the current title list. For each page, the first title on the page and the last title on the page are listed. Click on a page to go directly to that section of the list.
5. Now, you can select to any journals that related to your interest and the e-journal A-Z will crawl to the databases that contain the desired journal requested for example IEEE Xplore.
Open access journal has been recognized as journal that provides a platform for scholarly article to be freely available online. There are two ways of ensuring the scholarly article to be available freely online and recognized as open access journal that are Gold Open Access (Gold OA) and Green Open Access (Green OA). Gold Open Access also has nominated the overall share of open access publication and can be found at DOAJ (Directory of Open Access Journal). There are three category of Gold OA that are Direct Open Access, Delayed Open Access & Hybrid Open Access.

Green Open Access publishing is associated with self-archiving which is possible when the author uploads their work on author personal web or author institutional repository. Index for green open access it can be found at two main directories such DOAR (Directory of Open Access Repositories) or ROAR (Registry of Open Access Repositories). User can access publication in Green OA route either during pre-print stage or at the accepted stage or at the post print stage.

In the Malaysia context, the open access publishing is still new and not widely accepted or implemented especially for the Gold OA where only 77 Malaysian open access journals was listed at DOAJ. The library did provide a link to Directory of Open Access Journal (www.doaj.org) at the library portal for user to access the peer-reviewed open access journal. Furthermore, library also did have their own Institutional Repository (IR) since December 2009 and now contain around 3,667 records as a means to support, encourage and contribute in the green ways of open access publishing. The IR is known as SHDL@MMU Digital Repository and can be found at http://shdl.mmu.edu.my/. These also were practiced by other university library in Malaysia as a way to introduce the open access publishing in Malaysia. The open access publishing community is growing nowadays not only because it is available free online but also was contributed by growing participation of scholar in publishing at open access journal outlet.
# Database Training 2013

<table>
<thead>
<tr>
<th>Month</th>
<th>Date/Day (Cyber)</th>
<th>Date/Day (Melaka)</th>
<th>Faculty</th>
<th>Database</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>28 March 2013 (Thursday)</td>
<td>27 March 2013 (Wednesday)</td>
<td>ALL</td>
<td>Science Direct/Scopus</td>
<td>10.00 am - 1.00 pm</td>
</tr>
<tr>
<td>April</td>
<td>11 April 2013 (Thursday)</td>
<td>10 April 2013 (Wednesday)</td>
<td>FBL/FOM MBA</td>
<td>Emerald Intelligent Full-text</td>
<td>10.00 am - 1.00 pm</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>11 April 2013 (Thursday)</td>
<td>LAW</td>
<td>Westlaw</td>
<td>2.00 pm - 4.00 pm</td>
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<tr>
<td></td>
<td>18 April 2013 (Thursday)</td>
<td>17 April 2013 (Wednesday)</td>
<td>FOM, FBL</td>
<td>IEEE/Knovel</td>
<td>10.00 am - 1.00 pm</td>
</tr>
<tr>
<td>May</td>
<td>23 May 2012 (Thursday)</td>
<td>22 May 2013 (Wednesday)</td>
<td>ALL</td>
<td>Ebsco *ASP,BSP, PsyINFO, Medline, eJournal A-Z</td>
<td>10.00 am - 1.00 pm</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>2 May 2013 (Thursday)</td>
<td>LAW</td>
<td>CLJ- Current Law Journal</td>
<td>10.00 am - 1.00 pm</td>
</tr>
<tr>
<td></td>
<td>29 May 2012 (Thursday)</td>
<td>28 May 2013 (Wednesday)</td>
<td>FOM, FBL</td>
<td>Datastream</td>
<td>10.00 am - 1.00 pm</td>
</tr>
<tr>
<td></td>
<td>6 June 2013 (Thursday)</td>
<td>5 June 2013 (Wednesday)</td>
<td>FOM, FBL</td>
<td>GMID</td>
<td>10.00 am - 1.00 pm</td>
</tr>
</tbody>
</table>
| June  | 13 June 2013 (Thursday) | 12 June 2013 (Wednesday) | ALL | Access Dunia  
Lecture Notes In Computer Science (FOE/FET/FIT/FIST)  
Springer LINK (ALL)  
AIP Journal Online (FOE/FET)  
APS Online Journal (FOE/FET)  
World Scientific Online Journals (FOE/FET/FIT/FIST)  
SIAM(FOE/FET)  
ACM (FOE/FET/FIST/FIT/FCM), ASME (FET), IGI (FBL/FOM), CSA & MIT Press (FCM), IGI | 10.00 am - 4.00 pm |
|       | N/A | 6 June 2013 (Thursday) | LAW | LawNet | 2.00 pm - 4.00 pm |
|       | N/A | 13 June 2013 (Thursday) | LAW | Lexis Malaysia | 2.00 pm - 4.00 pm |
|       | 20 June 2013 (Thursday) | 19 June 2013 (Wednesday) | FOM, FBL | Marketline | 10.00 am - 1.00 pm |
| July  | 4 July 2013 (Thursday) | 3 July 2013 (Wednesday) | FOM, FBL | BLIS- Bernama Library & Infolink Services | 10.00 am - 1.00 pm |
| August | 22 August 2013 (Thursday) | 21 August 2013 (Wednesday) | FOM, FBL | ISI Emerging Market | 10.00 am - 1.00 pm |
| Sept  | 5 Sept 2013 (Thursday) | 4 Sept 2013 (Wednesday) | ALL | Mendeley | 10.00 am - 1.00 pm |
| Oct   | N/A | 8 Oct 2013 (Tuesday) | ALL | *Taylor Authorship Workshop | 10.00 am - 1.00 pm |
| Nov   | 14 Nov 2013 (Thursday) | 13 Nov 2013 (Wednesday) | ALL | ProQuest | 10.00 am - 1.00 pm |

*Any changes for the proposed date and time will be notified

*Library will circulate the training details via email, library portal, notice, posters and etc.
Internal Customer Satisfaction Index (ICSI) 2012 was conducted from 1 November 2012 to 16 December 2012 by Human Capital Management. The results are tabulated as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Index</td>
<td>7.45</td>
</tr>
<tr>
<td>Index - MMU Core Value</td>
<td>7.34</td>
</tr>
<tr>
<td>Index - Service Delivery</td>
<td>7.40</td>
</tr>
<tr>
<td>Index - Responsiveness</td>
<td>7.53</td>
</tr>
<tr>
<td>Index - Communication</td>
<td>7.65</td>
</tr>
<tr>
<td>MMU Value (Innovativeness)</td>
<td>7.25</td>
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<tr>
<td>MMU Value (Customer Centricity)</td>
<td>7.40</td>
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<tr>
<td>MMU Value (Uncompromising Integrity)</td>
<td>7.27</td>
</tr>
<tr>
<td>MMU Value (Respect and Care)</td>
<td>7.45</td>
</tr>
<tr>
<td>Service Delivery (Continuous Improvement)</td>
<td>7.41</td>
</tr>
<tr>
<td>Service Delivery (Consistent)</td>
<td>7.44</td>
</tr>
<tr>
<td>Service Delivery (Keeping Promises)</td>
<td>7.36</td>
</tr>
<tr>
<td>Responsiveness (Willingness to help)</td>
<td>7.67</td>
</tr>
<tr>
<td>Responsiveness (Professionalism)</td>
<td>7.44</td>
</tr>
<tr>
<td>Responsiveness (Accuracy)</td>
<td>7.49</td>
</tr>
<tr>
<td>Responsiveness (Promptness)</td>
<td>7.54</td>
</tr>
<tr>
<td>Communication (Approachable)</td>
<td>7.69</td>
</tr>
<tr>
<td>Communication (Knowledgable)</td>
<td>7.56</td>
</tr>
<tr>
<td>Communication (Courtesy)</td>
<td>7.69</td>
</tr>
</tbody>
</table>

In overall, for the year 2012 Siti Hasmah Digital Library ICSI scores is 7.45 out of 10 which is above average. In approaching towards the end of 2013, SHDL is look forward to serve the MMU community with better services and hopefully gained better scores for 2013.
Volume 2, Issue 1

Library FAQ

1. Where can I get updates and latest notice/information on the library opening hours and such?

New updates are available through the "Latest News" at the library portal. It lists all new updates such as the opening hours during trimester break as well as library activities.

2. How can I become a library member?

Library membership form is available at the library. You need to fill up the membership form to borrow books and use our services and facilities. Kindly contact the customer service department for further information on library membership.

3. How can I find a book in the library?

Users can find books in our collection by using the LIBRARY sOPAC (Elite sOPAC). Key in the title/topic regarding to the books and click "Submit Search". Copy the information available under the "holding information" for your reference.

4. How do I hold books?

Hold requests can be made by informing the library staffs via phone call or physically come to the library counter.

5. How about the overdue fines when I late return borrowed books?

Late return fine charges will be calculated as per below tabulation on the first 30 days after the item is overdue. However on the 31st day, the fine charges will automatically described as RM 50.00 and the subsequent days of late return after day 31, another RM 0.50/day will be charged respectively for all items except reference which will be charged RM1.00/day.

6. Can I return borrowed books to any MMU library?

Yes, you can return your borrowed books to any MMU libraries. Kindly inform the Library staff regarding to the status of the borrowed books.

7. What is Red-spot Collections? How many hours can I loan them?

Red-spot collections comprises from textbooks and reference books. Only one item is allowed at a time to be loaned for a period of 2 hours, which is renewable if demand permits. Overnight loan is permitted from 10.00 p.m. onwards. Overnight loan must be returned before 10.00 a.m. the next day.
The MMU Library was established in 1996 when Universiti Telekom opened its first campus in Bukit Beruang Ayer Keroh, Melaka, Malaysia. The library which is situated at the Melaka campus was named University Telekom Library (UNITELE Library) and could only accommodate about 600 students during that time. The Multimedia University (MMU) Library was then moved to a new building in May 2000. In 1999, another MMU library was set up in Cyberjaya, Selangor, Malaysia and was given the name Siti Hasmah Digital Library. This library was launched on 24th July 2000 with the intention of it being first Academic University Digital Library for the nation.

SERVICES
• User Education Program
• Online Form
• E-Reference
• Inter/Intra Library Loan
• Document Delivery Services
• Instant Messenger Interaction
• Online Book Renewal
• Loan Transaction

COLLECTIONS
• Books
• E-Books
• Theses
• Past Year Exam Papers
• Journal/Magazines
• Online Databases
• Av Materials
• Final Year Project

FACILITIES
• Database Centre
• sOPAC Terminal
• Media Room (Single/Group viewing)
• Wi-Fi
• Lockers
• Group Discussion Room (Research Library)
• Photocopy Machines
• 24-Hour Learning Point
• Post Graduate Research Point (Melaka)